



**OMBUDSMAN**  
City of Johannesburg

Sappi Building 2nd & 3rd Floor, East Wing, 48 Ameshoff Street Braamfontein 2001  
Tel Office 010 288 2800 / Call centre: 087 980 0058  
Email: [complaints@joburgombudsman.org.za](mailto:complaints@joburgombudsman.org.za) /  
[info@joburgombudsman.org.za](mailto:info@joburgombudsman.org.za)

Annexure B

---

**Minimum Requirements and supporting documents:**

1. Complaint Form,
2. And Copy Of ID (of the complainant who is the registered property owner),
3. And Power of Attorney, (if complainant is a representative and NOT the property owner),
4. And Utility Bills / Statements,
5. And any correspondence between yourself and the referred city department in resolving the matter. (Reference numbers, officials names, etc.)

**Important:**

- Questions **1 to 9, AND 15** are mandatory. Where a section is not applicable or the answer is "info not available", you are to clearly indicate as such.
- Forms with blank sections will be considered to be incomplete, and not accepted by the office of the Ombudsman.



City of Johannesburg  
Office of the Ombudsman

Sappi Building 2<sup>nd</sup> & 3<sup>rd</sup> Floor  
East Wing  
48 Ameshoff Street  
Braamfontein  
2001

Tel: +27 (0) 10 288 2800

[www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)

**COMPLAINTS FORM**

**FOR OFFICE USE ONLY**

**File number:**

\_\_\_\_\_

**Date received:**

\_\_\_\_\_

**COMPLAINANT'S DETAILS:**

1	Title:	
1	Name:	
2	Surname:	
3	ID / Passport number:	<b>(Mandatory)</b>
4	Physical address:	<b>(Mandatory)</b> _____ _____ _____ _____
5	Postal Code	
6	Postal address:	_____ _____ _____ _____
7	Postal Code:	
8	Home telephone	( )

**NOTE: WE HAVE MOVED TO NO. 48 AMESHOFF, SAPPI HOUSE, BRAAMFONTEIN FROM 1 OCTOBER 2018**



	number:	
9	Work telephone number:	( )
10	Email address:	
11	Cell phone number:	
12	Fax number:	( )N/A
13	What is your preferred method of contact?	
14	<b>Any other contact number that you would like us to call you on:</b>	<b>To add</b>

**THE COMPLAINT:**

15	Which Department, Unit or Entity is involved?	
16	Where did the incident occur?	Region: Ward:
17	CoJ Account Number	

18	How would you like the Ombudsman to resolve this matter?	_____ _____ _____ _____
19	Have you contacted the City of Johannesburg's customer relations contact centre, known as Care Connect, to resolve your complaint? If yes, please provide the date and reference number.	YES / NO <b>(Mandatory)</b>
20	Is this your first interaction with our office?	YES / NO

NOTE: WE HAVE MOVED TO NO. 48 AMESHOFF, SAPPI HOUSE, BRAAMFONTEIN FROM 1 OCTOBER 2018



City of Johannesburg  
Office of the Ombudsman

Sappi Building 2<sup>nd</sup> & 3<sup>rd</sup> Floor  
East Wing  
48 Ameshoff Street  
Braamfontein  
2001

Tel: +27 (0) 10 288 2800

[www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)

21	If no, please state the reference number?	<b>REF:</b>
22	Please tell us how you heard about the Office of the Ombudsman? (e.g. radio, newspaper, Poster, friend)	

**In the space below please provide the details of your Complaint:**

(If you need more space, please use a separate piece of paper and attach it to this Complaints Form. Please also attach copies of any relevant correspondence or documents to which you refer)

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**NOTE: WE HAVE MOVED TO NO. 48 AMESHOFF, SAPPI HOUSE, BRAAMFONTEIN FROM 1 OCTOBER 2018**





City of Johannesburg  
Office of the Ombudsman

Sappi Building 2<sup>nd</sup> & 3<sup>rd</sup> Floor  
East Wing  
48 Ameshoff Street  
Braamfontein  
2001

Tel: +27 (0) 10 288 2800

[www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)

---

---

---

I warrant that all the information provided is, to the best of my knowledge, true and correct and I agree that the Office of the Ombudsman may provide any of this information to any relevant person for the purposes of dealing with this Complaint.

Signature:

Date:

**Thank you for completing this Form. We will respond as soon as possible. We will provide you with a case number which you should use in follow-up communication.**

**For information on how the Office handles your personal information, please refer to its Privacy Statement, available at [www.joburgombudsman.org.za](http://www.joburgombudsman.org.za)**

**NOTE: WE HAVE MOVED TO NO. 48 AMESHOFF, SAPPI HOUSE, BRAAMFONTEIN FROM 1 OCTOBER 2018**